

Model Code/s:

ECF142W  
ECF198W  
ECF295W

Product:

Chest Freezer

Document:

User Manual

# Esatto



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Dear Customer,

Congratulations on purchasing your new chest freezer. The *Esatto* brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit us online at [www.residentiagroup.com.au](http://www.residentiagroup.com.au).

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your chest freezer such as how to defrost it and importantly taking care of it when cleaning, our Support Team are here to help. You can use our online Support Centre at anytime by visiting <http://support.residentiagroup.com.au>, or you can contact us via phone by dialling: 1300 11 HELP (4357).

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing an *Esatto* appliance and we look forward to being of service to you.

Kind Regards,  
*The Residentia Team*



# Esatto

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## Safety Instructions

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

### UNPACKING

- During transportation, protective packaging was used to protect the appliance against any damage. After unpacking, please dispose of all elements of packaging in a way that will not cause damage to the environment. All materials used for packaging the appliance are environmentally friendly; they are 100% recyclable and are marked with the appropriate symbol.  
**Caution!** During unpacking, the packaging materials (polythene bags, polystyrene pieces, etc.) should be kept out of reach of children.

### DISPOSAL OF THE APPLIANCE

- Old appliances should not simply be disposed of with normal household waste, but should be delivered to a collection and recycling centre for electric and electronic equipment. A symbol shown on the product, the instruction manual or the packaging shows that it is suitable for recycling.
- Materials used inside the appliance are recyclable and are labelled with information concerning this. By recycling materials or other parts from used devices you are making a significant contribution to the protection of our environment.
- Information on appropriate disposal centres for used devices can be provided by your local authority.

## Your Esatto Chest Freezer

### THE FREEZER COMPARTMENT

- This compartment is designed for the long-term storage of frozen food. Storage time is up to three months.
- The storage life of frozen foods varies and the recommended storage time should not be exceeded. The instructions regarding the care of frozen foods should be followed when defrosting the freezer.
- Pre-packed commercially frozen food should be stored in accordance with the frozen foods manufacturer's instructions for a three star frozen food storage compartment or home freezer.
- Place frozen food into the freezer as quickly as possible after purchase. If there are instructions on the packet, carefully follow these instructions regarding storage times. The freezer door is susceptible to breaking due to excessive ice build up. Be sure to defrost when the ice reaches 5 to 10 mm thick.
- A storage basket is provided for the organization of odd-shaped items. To reach other packages in the freezer, just slide the basket to one side, or lift it out.

# Installation Instructions

## BEFORE USING YOUR CHEST FREEZER...

- Remove the exterior and interior packing.
- Check to be sure you have all of the following parts:
- 1 Storage Basket
- 1 Instruction Manual
- 1 Plastic Scraper
- Before connecting the freezer to the power source, let it stand upright for approximately 2 hours. This will reduce the possibility of a malfunction in the cooling system from handling during transportation.
- Clean the interior surface with lukewarm water using a soft cloth.

## INSTALLING YOUR CHEST FREEZER

- This appliance is designed to be free standing only, and should not be recessed or built-in.
- Place your freezer on a floor that is strong enough to support the freezer when it is fully loaded.
- Allow 15 cm of space between the back and sides of the freezer, which allows the proper air circulation.
- Locate the freezer away from direct sunlight and sources of heat (stove, heater, radiator, etc.). Direct sunlight may affect the acrylic coating and heat sources may increase electrical consumption. Extreme cold ambient temperatures may also cause the freezer not to perform properly.
- Avoid locating the freezer in moist areas.
- Plug the freezer into an exclusive, properly installed-grounded wall outlet.
- After plugging the appliance into a wall outlet, allow the unit to cool down for 2~3 hours before placing food in the freezer compartment.

# Operating Your Chest Freezer

## TEMPERATURE CONTROL

- Your freezer has one control for regulating the temperature. The temperature control is located on the lower right hand corner.
- The range of the temperature control is from position "1" the warmest to "6" the coldest. Adjust the temperature control to the setting that best suits your needs. The setting of "4" should be appropriate for home or office freezer use.
- When turn to "HI" the freezer getting "fast freeze" and the compressor will not stop until you turn the button to the other position.

**Note:** If the unit is unplugged, lost power, or turned off; you must wait 3 to 5 minutes before Restarting the unit. If you attempt to restart before this time delay, the freezer will not start. Large amounts of food will lower the cooling efficiency of the appliance. If you choose to change the thermostat setting, adjust thermostat control by one numerical increment at a time. Allow several hours for temperature to stabilize between adjustments.

#### DEFROSTING YOUR CHEST FREEZER

- For the most efficient operation and minimum energy consumption, defrost the freezer when the frost on the freezer walls is excessive or 5 to 10 mm thick. To minimize disruption, choose a time when the stock of frozen food is low.

**Important!** Do not use boiling water because it may damage the plastic parts. In addition, never use a sharp or metallic instrument to remove frost as it may damage the cooling coils and will void the warranty. We recommend using the plastic scraper provided with your unit.

- Remove the frozen food from the freezer and place it in a cooler to protect the food.
- Unplug the freezer. The Power Supply light should be off (green light out).
- During defrosting, the ice melts into the cabinet.
- Remove the drain plug on the inside floor of the freezer by pulling straight out.
- Place a shallow pan outside drain outlet. The defrost water will drain out.
- Check the pan occasionally so the water does not overflow.
- Clean the interior of the freezer.
- Replace the plug on the inside floor.
- Reset the thermostat to desired setting.
- Allow the cabinet to cool for one hour.
- Switch on the temperature control to the highest setting for two hours before using, and then adjust to normal level.
- Return food to the freezer.

**Helpful Tip.** Defrosting usually takes a few hours. Leaving the door open will help speed the process. Also, pouring warm water (not boiling) on the ice/frost will help speed melting. If you must use a scraper- please use caution - it is very easy to damage the freezer compartment and void your warranty.

## Cleaning and Maintenance

By ensuring proper cleaning and maintenance of your Esatto Chest Freezer, you can ensure that it will have a long and fault free operation.

#### CLEANING YOUR CHEST FREEZER

- **Warning!** To avoid an electric shock, always unplug your freezer before cleaning. Ignoring this warning may result in death or serious injury.

**Caution.** Before using any cleaning products, please read and follow the manufacturer's instructions and warnings to avoid any damage to your Chest Freezer or personal injury.

- Upon installation of your new appliance, it is recommended that it be cleaned thoroughly.
- Wash the inside with a damp warm cloth containing a water and baking soda solution. The solution should be about 2 tablespoons of baking soda to 2L of water.
- Wash the storage basket with a mild detergent solution.
- Be sure to keep the door seal clean to keep the unit running efficiently.
- The outside of the freezer should be cleaned with mild detergent and warm water.
- Dry the interior and exterior with a soft cloth.
- The condenser coils should be carefully vacuumed when they are dusty or dirty.
- It is recommended that the unit be cleaned each time it is defrosted to help keep the unit odour free and running efficiently.
- Clean your door gasket seals every 3 months using the same warm water solution described above.

**DEFROSTING AND DRAINING THE CHEST FREEZER**

- Defrost the Chest Freezer whenever the frost becomes 1cm thick. Never use a sharp or metallic instrument to remove the frost as it may damage the unit. Any punctures to the chest freezer will void the warranty.
- Unplug the Chest Freezer and un-screw the drain plug by turning it counter-clockwise.
- Remove the drain-plug from the inside of the freezer and leave the door open to allow air flow.
- Defrosting usually takes 2-3 hours.

**VACATION TIME**

- Remove all the food.
- Unplug the freezer.
- Clean the freezer.
- Leave the door open slightly to avoid possible formation of condensation, mold, or odors.
- Use extreme caution in the case of children. The unit should not be accessible to child's play.
- Short vacations: Leave the freezer operating during vacations of less than three weeks.
- Long vacations: If the appliance will not be used for several months, remove all food and unplug the power cord. Clean and dry the interior thoroughly. To prevent odor and mold growth, leave the door open slightly blocking it open if necessary or have the door removed.

**MOVING YOUR FREEZER**

- Remove all the food.
- Securely tape down all loose items inside your freezer.
- Remove the rollers to prevent damage.
- Tape the doors shut.
- Be sure the freezer stays in the upright position during transportation.

**ENERGY SAVING TIPS**

- The freezer should be located in the coolest area of the room, away from heat producing appliances or heating ducts, and out of the direct sunlight.
- Let hot foods cool to room temperature before placing in the freezer. Overloading the freezer forces the compressor to run longer. Foods that freeze too slowly may lose quality, or spoil.
- Be sure to wrap foods properly, and wipe containers dry before placing them in the freezer. This cuts down on frost build-up inside the freezer.
- Freezer storage bin should not be lined with aluminum foil, wax paper, or paper toweling. Liners interfere with cold air circulation, making the freezer less efficient.
- Organize and label food to reduce door openings and extended searches. Remove as many items as needed at one time, and close the door as soon as possible.

**OPERATION IN CASE OF EMERGENCY**

In the event of an emergency you should:

- Switch off all oven controls (i.e. Cooking Function and Temperature)
- Switch the oven off at the isolation switch or at the fuse box.
- Call the Residentia Support Team on 1300 11 HELP (4357).
- Some minor faults can be fixed by referring to the instructions given in the Troubleshooting section below. There is also a self-help section online at <http://www.residentiaigroup.com.au>.

## Troubleshooting

Fault	Possible Cause	Solution
The Chest Freezer doesn't operate.	Not plugged in.	Plug the Chest Freezer in.
	The circuit breaker has tripped, or a fuse blown.	Replace any blown fuses or reset tripped circuit breakers.
	The freezer temperature is set at "0/OFF".	Increase the freezer temperature.
The compressor turns on and off frequently.	The room temperature is hotter than normal.	Try to bring the room temperature down.
	A large amount of food has been added to the freezer.	Give the Chest Freezer time to return back to your desired temperature setting.
	The door is left open too often.	Try to minimise the door being opened for sometime.
	The door is not closed completely.	Close the door completely and ensure a complete seal.
	The temperature control is not set properly.	Change the temperature control to your desired setting.
	The door gasket doesn't seal properly.	Try cleaning the door gasket seals with warm soapy water. If this still doesn't improve the seal, you may need replacement gasket seals from either a refrigeration specialist or Residentia Group.
	The freezer doesn't have the correct clearances.	Ensure your Chest Freezer has been installed in an appropriate space and has the correct clearances (as per this instruction manual).
	There has been a recent power outage.	Give the refrigerator a few hours to return to the desired temperature setting.
The temperature inside the Chest Freezer is too warm.	The temperature control is set too warm.	Turn the temperature control down to a cooler setting and leave for several hours for the temperature to stabilise.
	The door is kept open too long is opened too frequently.	Try to minimise the door being opened for sometime.
	The door gasket doesn't seal properly.	Try cleaning the door gasket seals with warm soapy water. If this still doesn't improve the seal, you may need replacement gasket seals from either a refrigeration specialist or Residentia Group.
	The freezer doesn't have the correct clearances.	Ensure your Chest Freezer has been installed in an appropriate space and has the correct clearances (as per this instruction manual).
	There has been a recent power outage.	Give the refrigerator a few hours to return to the desired temperature setting.



Fault	Possible Cause	Solution
The temperature inside the Chest Freezer is too cold.	The temperature control is set too cold.	Turn the temperature control to a warmer setting and allow several hours for the temperature to stabilise.
There is a popping or cracking sound when the compressor comes on.	Metal parts undergo expansion and contraction, as in hot water pipes.	This is normal and the sound will level off or disappear as the freezer continues to run.
There is a bubbling or gurgling sound like water boiling.	The refrigerant (used to cool the chest freezer) is circulating throughout the system.	This is normal.
The chest freezer is vibrating.	The floor is uneven.	Check to ensure that the chest freezer is level. Level the freezer using wedges if required.
	The freezer is touching the wall.	Remove the freezer from the wall and ensure adequate clearances.
Moisture forms on inside freezer walls.	The chest freezer door is slightly open, causing cold air from inside the freezer to meet the warm moist air from outside the freezer.	Ensure the chest freezer door completely closes and has a complete seal.
The Chest Freezer door won't completely close.	The freezer isn't level.	Re-level the Chest Freezer.
	The gasket seals are dirty.	Use warm soapy water to clean the gasket seals.
	The storage basket is out of position or there is too much food.	Re-position the storage basket to ensure it doesn't interfere with the door, or remove any excess food preventing the door from closing.

# Warranty

## WARRANTY TERMS AND CONDITIONS REFRIGERATION APPLIANCES

→ This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. In this warranty
  - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
  - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
  - (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
  - (d) 'ASR' means Residentia Group authorised service representative;
  - (e) 'Residentia Group' means Residentia Group Pty Ltd of 20 Yaltara Avenue, Bundoora Victoria 3083, ACN 600 546 656 in respect of Appliances purchased in Australia;
  - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
  - (g) 'Warranty Period' means:
    - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects in Australia for 12 months following the date of original purchase of the Appliance;
  - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.
3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.
5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
  - (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
6. Proof of purchase is required before you can make a claim under this warranty.

**Warranty continued**

7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
  - (a) the Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation
    - (viii) failure to comply with any additional instructions supplied with the Appliance;
  - (b) the Appliance is modified without authority from Residentia Group in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. To enquire about claiming under this warranty, please follow these steps:
  - (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (e.g. an invoice) available;
  - (d) telephone the numbers shown below.
13. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

**IMPORTANT** Before calling for service, please ensure that the steps in point 12 have been followed.

Service: Please call 1300 11 HELP (4357)

Spare Parts: Please call 1300 11 SPARE (7727)

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